

The Letter

of IECD's Hospitality & Catering programme

N°7 – December 2018



Cambodia Myanmar
Lao PDR Thailand
Madagascar Vietnam



Supaporn and Pantitra, practicing Front Office at the *HCTC* in Mae Sot, Thailand

In the countries where tourism is a key sector for the economy, IECD creates or strengthens hospitality schools targeting vulnerable young women and men, to guide them towards a successful professional and social integration.

The headlines



Survey on the quality of graduates' integration at *La Rizière* in Madagascar

The survey started on September 10th and 132 former students were interviewed, out of the 148 graduates (batch 1 to 4). It was based on a detailed questionnaire that supports the measurement of key indicators such as the period and stability of employment, the type of contract, the salary, the saving ratio, graduates and employers' satisfaction, etc. Results are currently being analysed and will be the object of a full report early 2019.



Seminar of ASSET-H&C, the Asian network of hospitality & catering schools

From November 6th to 9th, 14 ASSET-H&C members gathered in Ho Chi Minh City (HCMC) for the network's annual seminar. Through workshops and working groups, the 21 participants shared their experience, exchanged tools and good practices, and identified the network's priorities for action for the coming year. The seminar was also an opportunity to strengthen cohesion between the schools' representatives.



Conference on Women in Hospitality in Ho Chi Minh City

On November 8th, 70 guests, including representatives from both the French and Vietnamese public sector, the tourism and hospitality industry, the educational sector and NGOs, joined the conference organized by ASSET-H&C at ÉMM Hotel Saigon. The objective of the event was to exchange on obstacles faced by women in the sector in Southeast Asia and to share solutions for their empowerment and professional advancement.

A few figures

Short trainings at the *HCTC* in Mae Sot, Thailand in partnership with the International Rescue Committee and the International Organisation for Migration

24
young migrants
& refugees
trained

during
12
weeks at the
school

followed by
a **3-to-6-**
month internship

in
7
partner hotels

Focus on TRAINING FUTURE ENTREPRENEURS IN THE SCHOOLS OF THE PROGRAMME!

BUSINESS GAMES IN 6 SCHOOLS OF THE PROGRAMME

During the summer 2018, Mathieu Paquerot and Anne Queffelec, Doctors in Management Science, organized business games in 6 schools in Madagascar, Myanmar, Thailand and Vietnam.

For around a week, students worked in teams and simulated the creation of a small bakery or restaurant. Activities included visits of similar businesses, creation of a concept and of a basic business plan (setting selling price, standard cost estimates, etc.), design of recipes, purchase of ingredients with a set budget and cooking the recipes for a jury. The objective was to develop students' awareness of entrepreneurship, as well as their ability to work in a team and their critical thinking, and to give them a taste of the notion of competition.

Students were fully involved in this fun exercise and showed a great working capacity and a lot of curiosity for the topics addressed.



Students from *La Boulangerie Française* and the *Yangon Bakehouse* present their products to a jury

THE ENTREPRENEURSHIP TRAINING PROGRAMME FOR VULNERABLE YOUTHS

Through the various vocational projects supported, IECD has noticed that some beneficiaries are keen to start their own enterprise, a few years after the training. However, without a proper training on the topic, they have a simplistic idea of the requirements regarding business management. IECD thus decided to improve the entrepreneurship training's quality to provide students with a more thorough course.

In addition to business games, IECD organised company visits (hotels, chocolate factory, etc.) in several projects, and beneficiaries had the opportunity to meet and exchange with staff members.

IECD is also creating an entrepreneurship training module with adapted tools and methodology that will be integrated into all training programmes starting 2019. It aims at developing students' awareness of entrepreneurship; as well as their understanding of the risks and opportunities of creating a business, and the prerequisites for its success.



Visit of Puratos factory with *La Boulangerie Française* – HCMV

The picture



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Jean-Baptiste Ballot, showing a student a lamination technique

French bakery and pastry chef and expert to *La Boulangerie Française* in Yangon since August, Jean-Baptiste participates in the strengthening of the technical and pedagogical skills of Aung Minn Thein, the trainer in bakery and pastry, and accompanies the capacity building of students.

Every week, trainees benefit from 20 hours of practical courses in the bakehouse and from 2 hours of theoretical classes in baking technology. During practical lessons, the 17 trainees are divided into two groups. Trainers can thus provide apprentices with a personal follow up and ensure that the techniques they learn are correctly understood and that trainees are continuously improving themselves throughout the programme.

The floor to...



Christophe LEJEUNE, Vice President Talent & Culture for AccorHotels in South-East Asia and sponsor of IECD's projects to Solidarity AccorHotels

“At AccorHotels, we have been collaborating with IECD and supporting their Hospitality and Catering programme since 2008. Our partnership first started in Thailand and we are now working together in Myanmar, Vietnam and Cambodia!

We share many important values with IECD, such as professionalism, spirit of service, and passion, and we are glad to work side-by-side with their dedicated teams to make a difference.

From a global point a view, it makes sense for us to contribute to such projects: by supporting the creation and offer of quality training to young people, developing their skills during internships in our hotels, and reinforcing the competencies of their trainers, we are not only participating in the economic and social development of our region but also building a great pipeline of local talents for our sector! »

The supplement

OVERVIEW OF 2018 IN PICTURES!

January



Training of around 10 staff members of the *Yangon Bakehouse* in communication and decision-making

February



Expertise mission of Christophe Grivel, consultant and bakery trainer, at *La Boulangerie Française* - HCMV

March



Team seminar during one week at *La Rizière* in Fianarantsoa to set priorities for the new academic year

April



Graduation ceremony for the *HCTC's* 6th batch of students, 100% of whom found jobs in hotels & restaurants!

May



Review of the competency standards created for the recognition of *La Boulangerie Française* - *Yangon's* diploma

June



Publication by ASSET-H&C of an *Eco-Guide for Hospitality Businesses and Schools*

July



Mission to the *IHHVTC* for the creation of tools to monitor graduates' professional integration

August



Open-doors day led by students with close to one hundred visitors at *La Rizière* hospitality school

September



Short trainings for 15 migrants at the *HCTC*, in partnership with the International Organisation for Migrations

October



11 trainers of ASSET-H&C member schools trained in Phnom Penh on the environmental awareness modules

November



First discovery internships at *La Boulangerie Française* - *Yangon*, here Aye Moe Myint at the Pullman hotel

December



Final practical exam rated by external experts for 10 students of *La Boulangerie Française* - HCMV: 100% passed it!

The supplement

« It only takes a few words to say what really matters »



Words from an employer :
Dhilmin Silva, Executive Pastry Chef at the Amari Watergate in Bangkok, where Suwit (HCTC 2018 graduate) works

Suwit has done very well so far with regards to the integration to the team, as well as the attitude towards the work. I have just submitted his probation form to the HR to make him a permanent member of our kitchen team as per the hotel policy. Suwit's overall work ethic & management of the day to day tasks has been up to my expectations. I believe he has the correct attitude towards the industry & with the proper guidance, will flourish to be a good talent.



Words from a supported school & member of ASSET-H&C:
Kelly MacDonald, co-founder of the Yangan Bakehouse (Myanmar)

IECD and ASSET-H&C have been instrumental in the capacity building of the Yangan Bakehouse.



Words from a student in training:
May Myat Thu, 22 years old, apprentice at La Boulangerie Française – Yangon (Myanmar) since July 2018

I come from a family of 9 members and before attending the training, I used to take care of children in a boarding school. *La Boulangerie Française's* project is an opportunity for me to learn vocational skills to support my family and myself in the future. In addition to acquiring bakery techniques, I have also learned how to communicate with others, gained self-confidence and improved my English level. After graduate, I want to work in a hotel and support my family; and in five years, I dream to be a great chef who can lead and share my knowledge with others.

Words from a trainer:

Soulinnara (on the left), teacher in Food & Beverage Service at LANITH (Vientiane, Laos) & beneficiary of ASSET-H&C training on the students' environmental awareness training modules



Joining this training gave me a clearer overview of sustainable development and helped me understand better the importance of the issues at stake. Apart from making me realize I could play a role in tackling the problem, it also gave me ideas of activities and training methods that I could use with my students during my classes!



Words from a graduate:

Tantely, 26 years old, Food & Beverage Service student who graduated in 2015 from La Rizière. She has been working since then at the Zomatel, a 3-star hotel-restaurant in Fianarantsoa, Madagascar.

I have been working at the Zomatel for 3 years now. I am very satisfied with the training delivered by La Rizière, I have learnt my job and become a professional. I feel competent and valued in my work and I am proud to be a graduate from La Rizière. I have a permanent contract and I am able to live decently with my salary. I am also declared to the CNaps (family allowance fund) and I have a medical insurance. I want to gain more work experience and further improve my skills to advance my career.

Words from a professional member of an exam judging panel:

Vincent Goalard, reconverted professional baker and jury member during the final exam at La Boulangerie Française – HCMV, on December 5th 2018

Thank you again for inviting me to be a jury member and for giving me the opportunity to see the result of your excellent work. I am sincerely impressed with what I have seen. I am confident that at the end of their training, all students will find a job, they could even work in France. They have more than enough skills to do so. I am guessing you already have the exam's results, 100% of students passed it right? Congratulations again for your work!

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